RESPONSES TO RFP QUESTIONS
FOR REGION 11

1. Does the GSI want a presence in each of the nine counties? Will there be a specified county allocation?

    A: Yes, the Board would like to see the provider have a presence in each of the nine counties. That does not necessarily mean that the provider must have an office in each county, but should show how they plan to provide coverage in each county. The Board does not plan on giving allocations by county.

2. Is there a distribution of allocation between adult, dislocated worker, rapid response and youth?

    A: For budgetary purposes, the providers should use the following estimates:

    Adult - $ 125,000
    Dislocated Worker - $ 225,000
    Youth - $ 150,000

    At this time, the Region has not received a Rapid Response allocation.

3. Is there additional dollars available for books, fees, tuition and supportive services?

    A: The provider should use the aforementioned budget figures for all programmatic costs, including training and supportive services.

4. Will the region be operating under an adult priority system? If so, is that information available?

    A: The Board intends to use a prioritization process that includes criteria such as TANF recipient, UI exhaustee, homeless, basic skills deficient, pregnant/parenting youth, etc. GSI is interested in any suggestions that bidders might have concerning such prioritization.

5. How many full-service Work One's will be operating in Region 11? How many express sites? What is the cost to the provider for providing services in these locations?

    A: As discussed earlier, the Board prefers that the providers have a presence in each county. It will be up to the providers to contract for space in the Work One locations. A presence will be required in each of

the full service Work One locations. The bidders should describe how they will serve other counties as well. Marlene Mueller at mmueller@dwd.in.gov can provider information on leases at Work One locations.

6. The RFP refers to the Gazelle software system from Non Profit Technologies. Is this a required financial management program or used by Arbor to track training activities? Is there a cost to the provider for using this system?

    A: Gazelle is a required financial management program that will be utilized by Arbor and by all contracting agencies. The expense for the system will be paid for by Arbor.

7. Are there forms to be completed for the budget? Page 21 and page 23 of the RFP reference forms but none are attached.

    A: Posted forms should be utilized. We are attaching the forms to this e-mail for your use.

8. Page 24 references linkages agreements. Could you please expand on this?

    A: If the provider plans to partner with any other agencies and has agreements to that effect, please include with the proposal.

9. Are letters of support allowable, or encouraged and do they count in the page limit?

    A: Letters of support will be considered and should be included as attachments.

10. Could you please define/clarify the referenced Business Service Team?

    A: Arbor is responsible for providing Business Services and will work closely with contracted providers.

11. The common measures suggest a move toward the older out of school youth population. What is GSI's strategy for youth programming?

    A: The GSI is open to innovative youth programs that are proposed by the providers. A demand-driven approach is highly encouraged.

12. Does the bidder have to create disclosure and assurance forms or are these forms available?

    A: These forms are available and attached to this e-mail. We apologize for the omission.

13. The RFP states that $ 500,000 is available for the 11 month period beginning August 1, 2006. How much money is available by category (Youth, Adult and Dislocated Worker) and by county? On what basis will the funds be allocated to the counties?

   A: Please see answers to Questions 1 and 2 above.

14. Does Arbor require a physical presence in each county?

   A: Please see answer to Question 1 above.

15. What are the total resources available for training and supportive services that will be maintained by Arbor? How will it be determined how much each successful bidder will receive?

   A: Monies for training and supportive services are included in the total allocation. The provider should explain how they will utilize these funds in their proposal and budget.

16. Will bidders need to plan on allocating resources to assist in the implementation of the Strategic Skills Initiative projects?

   A: No, while the SSI program may be closely linked to the WIA activities, contracted providers will not have to allocate resources to assist in the implementation.

17. In PY05, the Southwest WIB allocated $ 1.3 million to service providers in 5 counties. Since Arbor is only making $ 500,000 available for 9 counties, does Arbor consider the funds (Adult) to be limited thus creating a need for "Priority of Services" policy? If so, what is that policy and how should bidders plan on whom to serve – i.e. target groups?

   A: The funds announced in the RFP are based on the reduced allocation received from the State. Please note that Arbor is the Regional Operator and funds for services are being determined by the Grow Southwest Indiana Regional Workforce Board. Please reference the answer to Question 4 above.

18. Similarly, if Dislocated Worker funds are deemed to be limited, should bidders plan on serving primarily veterans?

   A: Please see the answer to Question 4 above.

19. In the past, DWD has made additional resources available for Rapid Response activities. Will this be the case for PY06?

A: It is our understanding that if Rapid Response funds are needed in the Region that they would be provided by DWD.

20. What is Arbor's Individual Training Account (ITA) policy in regards to maximum amount of funds that will be available to customers in a 12 month period.

A: Again, please note that Arbor is not establishing policy, but GSI is making policy. At this time, there is no limit on funds for ITA's, however providers should clearly demonstrate the benefits of costs incurred.

21. What are the system requirements to operate the Gazelle software system?

A: Gazelle is an internet-based system that does not require any additional system requirements, other than Internet Explorer.

22. The RFP suggests that there are forms provided for budget preparation. None were attached to the RFP document posted on the DWD website.

A: Please see the answer to Question 7 above.

23. Will there be prescribed forms for bidders to utilize in regards to disclosures and assurances?

A: Please see the answer to Question 12 above.

24. The RFP states that, at a minimum, the successful bidder(s) must agree to meet and or exceed the region's negotiated performance levels required by the state of Indiana and DOL. What level of detail does Arbor expect beyond this assurance?

A: It is the Board's expectation that all providers meet the negotiated performance levels required by the state and DOL and will keep adequate records to demonstrate how they meet these, up to and including inputting of data into the selected case management system.

25. Page 5 of the RFP indicates that the board is composed of representatives of…the state employment service, rehabilitation agencies, state department of human services, etc. Who are the regional board representatives for these agencies?

A: In developing the RFP document, some representatives were inadvertently misstated. For clarification purposes, a roster of Board members is attached to this e-mail.

26. Page 8 of the RFP refers to local regulations, policies, rules and guidelines. Please provide a reference to where these can be accessed.

A: Policies, rules and guidelines can be found in the minutes of prior Board meetings. As additional rules and policies are developed, they will also be included in Board meeting minutes.

27. Please provide the following current information for each of the counties. (Please have this broken down by county if possible).
   1. Number of clients currently enrolled in each program.
   2. Description of current services provided.
   3. Office locations for Work One and Work One Express sites.
   4. Current performance levels for all programs.
   5. Performance Standards achievement for the two past program years.

A: Past contractor performance is irrelevant due to the fact that the region has been completely restructured. The Board is looking for innovative, demand-driven approaches to workforce development. Bidders are highly encouraged to think "outside the box" and not rely on historical programs for guidance. A listing of Work One Centers and Work One Express sites can be found on the State's website.

28. Will we be required to maintain a presence in every county?

A: Please see the answer to Question 1 above.

29. Who will maintain/control the allocations for training and supportive services?

A: As Regional Operator, Arbor will work with the service providers in allocating these funds.

30. Is Arbor hiring a business liaison and if so, what type of relation will this be to the Service Provider?

A: Yes, Arbor is hiring a business liaison that will work closely with the selected service provider(s).

31. How many clients will each county carry over into the next fiscal year and what is the expected cost?

A: According to the data from current service providers, 49 clients are enrolled in training and 218 recipients of supportive services will carry over into the new contract. It is anticipated that at least $ 100,000 will be utilized to complete this training.

32. Which entity will maintain leases and service contracts; the Board, Regional Operator or Service Providers?

   A: The Service Provider will maintain leases and service contracts.

33. If the Provider is to the leaseholder, please provide the current lease information for the offices in the Southwest WIB area.

   A: Marlene Mueller at mmueller@dwd.in.gov can provide information on leases at Work One locations.

34. Will the Rapid Response staff activity be funded separately?

   A: Please see the answer to Question 19 above.

35. Are there specific services to businesses that are desired to be provided?

   A: Arbor will be hiring a Business Liaison that will work with the providers. The majority of business services will be provided by the Business Liaison.

36. Will the Regional Operator be managing the Individual Training Accounts?

   A: Yes, in coordination with the service providers.

37. Can a proven expenditure and obligations tracking system be used in place of Gazelle? If not, who will bear the expense of procuring, installing, and management of the system, including staff training? With the new state case management system it appears we will have duplication of effort.

   A: Arbor has contracted with the Board to utilize Gazelle at no cost to the service providers. It is our understanding that the state case management system does not track training expenses, so there should not be duplication of effort by utilizing Gazelle.

38. May we submit multiple proposals? Example: One proposal for the entire region and one proposal for specific counties in a region.

   A: Yes, although the Board has indicated that they would like to see the providers deliver services to the entire region.

39. There were no budget pages included in the RFP. Where can those be obtained?

   A: Please see the answer to Question 7 above.

40. Page 6 references a "Youth Council". Will the Board have Youth Council and if so, what will be their designated role?

    A: It is envisioned that the Board will have a Youth Council that will serve in the same spirit as defined by the WIA legislation.

41. Page 12 refers to out of school younger youth. Indiana has a policy of mandating school attendance for youth under 18 years of age. How does that impact on the RFP?

    A: It will be at the service provider's discretion which youth they propose to serve, however it seems unimaginable that there are no high school dropouts under the age of 18.

42. The required information under C. Index of Instructions: Item IV limits the response to three pages. This appears to be requesting a great deal of information but does not provide adequate space for a quality response that would be clear and inclusive. Could that section be expanded to allow for more material which will be important to the Board for their consideration.

    A: The three page limit stands, however attachments are acceptable.

43. Section II Proposal Format, part B, IV, Page 21, says, "bidders are required to use the attached forms". What attached forms and where are they? (There was nothing attached to the RFP).

    A: Please see the answer to Question 7 above.

44. Is there a total page limit for the entire proposal?

    A: No, page limits were established for certain sections, however there is no limit for attachments.

45. May we include letters of support in the Optional Exhibits section? Is there a limit to this section?

    A: Yes, letters of support may be included and there is no limit to this section.

46. Do page numbers have to be included on all the forms, Table of Contents, Exhibits?

    A: No, although it would be encouraged for clarification purposes.

47. We intend to apply for Adult/Dislocated Worker and Youth. The instructions on RFP p. 23, section V, say there is a 30-page maximum for the Program

Information Summary. Does this mean that we have up to 30 pages to describe our Adult/Dislocated Worker program <u>and</u> up to 30 pages to describe our Youth program or do our detailed program descriptions for <u>both</u> funding areas have to meet the 30-page requirement?

A: The 30-page limit is inclusive of all programs.

48. Should the cost of ITA's and supportive services be included in the budget?

A: Yes.

49. Is there a specific budget format available for use or should we create one?

A: Please see the answer to Question 7 above.

50. The RFP states that approximately $ 500,000 is available. What is the division of those funds between Adult, Dislocated Worker and Youth?

A: Please see the answer to Question 2 above.

51. Does the $ 500,000 include supportive services and should supportive services be included in our budget?

A: Yes, the $ 500,000 includes supportive services and supportive services should be included in your budget.

52. How will training dollars be made available to clients?

A: Training dollars will be made available through the provider's budget in cooperation with Arbor Education and Training.

53. What are the expectations for service providers regarding approving costs for training and supportive services?

A: Service providers will initiate costs for training and supportive services and Arbor will work with the service providers to approve these costs.

54. Will service providers be expected to pay up-front for training and supportive services and then be reimbursed? What are the policies for approving and paying for supportive services?

A: At this time, it is planned that the provider will pay for training our of their contracted budget.

55. What is the local policy definition of "other barriers" relative to WIA Adult Priorities for service (page 9)?

A: Please see the answer to Question 4 above for the answers.

56. What are the region's negotiated performance levels for the common measures (page 20)?

A: At this time, they are unknown. The service provider must be willing to meet the performance levels once they're established. The plan is to keep all performance levels reasonable.

57. Are incentive payments to clients (payment for meeting goals, obtaining a credential, etc.) allowable supportive service expenditures?

A: At this time, no incentive programs have been approved by the GSI Regional Workforce Board.

58. How much money is available for training and supportive services?

A: Training and supportive service money is included in the allocations listed above.

59. Describe the policies and procedures for administering ITA's.

A: Upon contract award, the service provider should develop an appropriate system with the necessary accounting controls and have it approved by the GSI Board.

60. What activities qualify as a credential?

A: Any credentials must meet the minimum requirements of the federal WIA legislation and regulations. Additionally, they must also meet any subsequent policies established by the state.

61. What is the efficiency measure? Cost per client served?

A: The efficiency measure is defined in the current WIA regulations. Generally, it is the allocated dollars divided by the enrolled participants. The GSI Regional Workforce Board has not established any parameters concerning cost per client served.

62. Is there a match requirement for WIA funding?

A: There is no requirement, although matching funds or in-kind contributions will be well received.

63. What are all of the local policies that a funded service provider would be required to adhere to?

A: Please see Question # 26 above for the answer. Additionally, other criteria will be spelled out in the contract(s) with the awarded provider(s).

64. Do you have specific forms to document assurance with federal rules and regulations (page 39, Regulatory Guidance)?

A: Yes, the forms are attached to this e-mail.

65. Can any of the $ 500,000 be used to pay administrative costs?

A: Yes.

66. As an express site, we do not receive any Wagner-Peyser funds. Are we expected to provide access to Wagner-Peyser services at the express site or may we refer the customer to WorkOne?

A: The service provider should explain to us how they intend to operate the program or what referrals they intend to make.

67. What are the policies regarding determining when an OJT is appropriate, who must give approval, who pays for the OJT, and do OJT funds come out of the $ 500,000 or are they consider a supportive service or training?

A: Please refer to Question 59 concerning ITA's. OJT will be handled in much the same way. All programmatic costs will come from the provider's budget.

68. Please define "customized training" (F. II. b., top of Page 31) and can training funds be used to pay for customized training? What if the customized training is not provided by an approved Training Provider on the State's list?

A: Customized training is defined in the WIA legislation and regulations.

69. What is the possibility that more than $ 500,000 will be available to provide Adult, Dislocated Worker and Youth services – given that DWD reported that $ 1,920,873 in WIA funds were available in PY 05 for the new region 11 counties (including administration/staffing of 2 local workforce investment boards)?

A: The $ 1,920,873 in WIA funds was an estimate that was put out by the DWD in the spring. The newly reported allocation for Region 11 is much less. There is always a possibility that additional funding could be given by the state, however for the purpose of this RFP, our expectation is that providers will not exceed the $ 500,000 set aside for contracting purposes by the GSI Regional Workforce Board.

70. Your response to Question 26 indicated that minutes of prior Board meetings contained policies, rules and guidelines. Could you please provide information on how/where these minutes can be accessed?

    A: To receive any needed prior Board meeting minutes, please send your request to Mindy Press at Mpress3179@aol.com.

71. On Page 24, D. Programmatic Information, Adult and/or Dislocated Workers Business Plan (Program Design), sub item d. "Outcomes should include:" appears to make reference to the four items which follow. They are identified as e, f, g, and h. As sub items for d, should they be renumbered in our response to 1, 2, 3 and 4.

    A: That would be fine to change them to 1, 2, 3 and 4 if you think it will prevent confusion.

72. In item I, it requests information regarding Youth customers. The section heading is for Adult and/or Dislocated Workers. Did you intend for us to include such Youth information in this section? On page 25 item t. iv., it is requested that we describe the plan for linking and referring customers including older youth (18-21). Then on page 29, xviii. c. it repeats the question regarding the plan for linking and referring older youth (ages 18-21). Is it necessary to repeat this information? Should we ignore the references to youth in the Adult and/or Dislocated Workers Business Plan (Program Design) and include all that information in the section on Youth Services?

    A: Please include the youth information in item I and on page 25 item t. iv. You can utilize the same information in the Youth section.

73. For Region 9 Specifically – How should integrated services expense for the Jefferson and Dearborn county offices be handled? Should rents, utilities and phone costs be included in the budget?
    A: Yes, rent, utilities and phone costs should be included in the budget.